



Public-Private Venture (PPV) Housing Resident In-Brief



NAS Patuxent River Housing Service Center



Welcome

- **Welcome from the Navy Housing Service Center (HSC) for Patuxent River**
 - **MISSION:** * *Provide outstanding support to our mission tenant commands.*
 - *Deliver effective and efficient installation management.*
 - *Champion all tenants' readiness.*
- **The Navy HSC staff is employed by the Navy to assist and advocate for Service Members and their families on any housing issue**
- **The Housing installation program director manages the HSC and reports directly to the installation commanding officer NAS Patuxent River**
 - **Installation Commanding Officer: CAPT Christopher Cox**
 - **Installation Program Director (IPD): George "Ross" Keene**
- **Lincoln Military Housing (LMH) is the privatized company that owns and manages family housing at this installation**
 - **The PPV and Navy Housing staff share office space for your convenience**
 - **PPV, as the property manager, is the primary contact for**
 - **Maintenance, repairs, concerns, rent/billing issues**
- **The Navy HSC is here to assist with unresolved issues or concerns**



Shared Housing Office

- *The PPV and Navy Housing staff share office space for your convenience*





Overview of Topics

- *HSC Services and Contact Information*
- *Lincoln Military Housing Contact Information*
- *What to Expect: Move-in and Move-out*
- *Tenant Bill of Rights*
- *Understanding Your Lease*
- *Fees and Payments*
- *Resident Energy Conservation Program (RECP)*
- *Tenant Responsibilities*
- *Maintaining Your Home*
- *How to Report Maintenance Issues*
- *Types of Service Calls*
- *Tracking Maintenance/Work Orders*
- *Resident Event Registration*
- *HSC Issue Resolution Process*
- *Dispute Resolution Process*
- *Schools by Community*
- *MWR Activities*
- *Connect With Navy Housing*
- *Questions*



NAS Patuxent River Housing Service Center

- ***The Housing Service Center is available for:***
 - ***Home finding at this installation or your next duty station***
 - ***Housing discrimination and Fair Housing complaints***
 - ***Cost savings and relief programs***
 - ***Housing questions and concerns***
 - ***Home inspections for move-in, pre-move out, move-out, or for issue resolution***
 - ***PPV Housing issue resolution***
 - ***Whenever you need a Navy Advocate for housing***

- ***HSC Contact Information:***
 - ***Street Address: 21967 Cuddihy Road, Bldg. 2371, Patuxent River, MD***
 - ***Phone: (301) 342-3846***
 - ***Website: www.cnic.navy.mil/INSTALLATIONHousing***
 - ***Facebook/Social Media:***
https://www.cnic.navy.mil/regions/ndw/installations/nas_patuxent_river/ffr/housing--family-and-single-sailor.html
 - ***Email: PatuxentRiver_Housing@navy.mil***



Lincoln Military Housing at NAS Patuxent River

- ***Navy Privatized Housing is one of many choices Service Members have to meet their housing needs***
- ***PPV provides benefits that are not typically offered in community rentals***
 - ***Rent cannot exceed BAH w/dependents rate***
 - ***No upfront costs including application fees***
 - ***No credit history or salary requirements***
- ***3-On Base Communities/3-Off Base Communities, all with pool and Community Center Access***
- ***24-hour Emergency Work Order response***
- ***Lincoln Military Housing Contact Information:***
 - ***Street Address: 21967 Cuddihy Road, Bldg. 2173, Patuxent River***
 - ***Phone: (240) 895-03810***
 - ***Website: LincolnMilitary.com***
 - ***Facebook/Social Media: [LincolnMilitaryHousing/facebook](https://www.facebook.com/LincolnMilitaryHousing/)***
 - ***Email: paxriverinfo@lpsi.com***



What to Expect: Move-In and Move-Out

Move-In	Move-Out
The Resident:	The Resident
Accepts home and terms of lease	Provides a 30-day notice to vacate to PPV
Signs a lease	Schedules Pre-Move-Out Inspection
Tours the home for quality	Returns the home in good condition
Lincoln Military Housing provides:	Lincoln Military Housing provides:
Lease signing	An inspection prior to move-out to assess the condition of your home
Keys	All maintenance services
Walk-through tour of your home	A move-out inspection using the same move-in inspection checklist
Move-in inspection with checklist	A final determination of any damages or repairs and associated costs
A survey asking about your move-in experience	A move-out survey for you to provide feedback
Navy HSC provides:	Navy HSC provides:
Answers to questions	Provides answers to questions and issue resolution services
Assistance with your move-in inspection	Assistance with move-out inspection
Follow-up to check-in with you	PCS assistance and HSC contact for your next location
Support to resolve any unresolved issues at move-in	Support on any issues



Tenant Bill of Rights

- ***In 2020, laws were passed to assure PPV military residents' basic rights***
 - ***A housing unit and a community that meets applicable health and environmental standards***
 - ***Working fixtures, appliances, and utilities***
 - ***A written lease with clearly defined rental terms***
 - ***A plain-language briefing by the installation housing office on all rights and responsibilities before signing a lease and 30 days after move-in***
 - ***Sufficient time and opportunity to prepare and be present for move-in and move-out inspections***
 - ***To report issues with habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation***
 - ***Access to a Military Tenant Advocate or a military legal assistance attorney***
 - ***Management services that meet or exceed industry standards***
 - ***Consistently honest, accurate, straightforward, and responsive communications***
 - ***Access to an electronic work order system***
 - ***Prompt and professional maintenance and repair***
 - ***Advice from military legal assistance***
 - ***Reasonable, advance notice of any entrance to the home***
 - ***Common documents, forms, and processes***
- ***Residents will be provided the full Tenant Bill of Rights for review***



Understanding Your Lease

- *Residents must accept and sign the PPV lease with DOD approved language*
- *The lease includes tenant's rights and responsibilities*
- *The Resident Handbook is considered part of the lease*
- *In addition to the lease itself, the PPV lease includes several addendums*
 - *Addendum 1: Asbestos Disclosure – Asbestos Reports*
 - *Addendum 2: Cat and Dog - Conditions of Animal Ownership*
 - *Addendum 3: Construction and Relocation – Rider*
 - *Addendum 4: Navy Resident Energy Conservation Program*
 - *Addendum 5: Home Based Business – Conditional Authorization*
- *You may also be asked to sign additional addendums*
 - *Addendum 6: Lead Based Paint Hazard Disclosure*
 - *Addendum 7: Guidelines for Prevention & Treatment of Moisture/Mold in Residential Housing*
 - *Addendum 8: Satellite Dish & Antenna Agreement*
 - *Addendum 9: Assumption of Risk, Waiver and Release of Liability*
- *It is important to read through and understand what you are signing*
- *If you have questions, contact the HSC*



Fees and Payments

- ***\$250 termination fee – Service member can be charged if proper 30 day written notice is not given to Lincoln Military Housing unless it is due to PCS orders (copy of orders) or purchasing of a home (signed contract)***
- ***\$25 late fee – Service Member can be charged if any rent is not paid by the 5th of the month***
- ***\$50 returned check fee - Service member can be charged if a check is returned with insufficient funds***



Resident Energy Conservation Program (RECP)

- ***The NDAA temporarily suspends the RECP in 2020***
 - ***Residents will continue to receive statements, but no payments are required***
 - ***Residents will be notified when RECP resumes***
 - ***PPV partners are ensuring that all homes have accurate meters***
- ***Basic Allowance for Housing (BAH)/Rent includes an amount for utilities***
- ***“Normal” utilities usage is determined by house type***
- ***Residents that use more will receive a bill for the amount over “normal”***
- ***Residents that use less will receive a credit for the amount conserved***
- ***Residents with serious medical conditions can be exempted with Commanding Officer approval***
 - ***Wounded Warriors are exempt upon request***
- ***See the provided RECP flier included with this brief for more information***
- ***Visit www.cnic.navy.mil/RECP for detailed information about RECP***



Tenant Responsibilities

- ***Per your lease, it is your responsibility to:***
 - ***Report in a timely manner any apparent environmental, safety, or health hazards of the housing unit to the landlord and any defective, broken, damaged, or malfunctioning building systems, fixtures, appliances, or other parts of the housing unit, the common areas, or related facilities***
 - ***Maintain standard upkeep of the housing unit as instructed by the housing management office***
 - ***Conduct oneself as a tenant in a manner that will not disturb neighbors, and to assume responsibility for one's actions and those of a family member or guest in the housing unit or common areas***
 - ***Not engage in any inappropriate, unauthorized, or criminal activity in the housing unit or common areas***
 - ***Allow the landlord reasonable access to the rental home in accordance with the terms of the tenant lease agreement to allow the landlord to make necessary repairs in a timely manner***
 - ***Read all lease-related materials provided by the landlord and to comply with the terms of the lease agreement, lease addenda, and any associated rules and guidelines***
 - ***Notify Lincoln Military Housing of BAH increases due to annual increase or advancement/reduction in rank. This is the Service Member's responsibility.***



Tenant Responsibilities, continued

- ***Additional tenant responsibilities***
 - ***Renters insurance is a responsibility of the resident, and is strongly encouraged to protect your belongings and prevent financial hardships***
 - ***Residents are responsible for keeping their home clean and in good order***
 - ***Animal Responsibilities***
 - ***You are responsible for your animals at all times***
 - ***Residents are responsible for all animal damage to their home or common spaces***
 - ***Important local policy review:***
 - ***Personal protection/safety and security/firearms: Base Security***
 - ***Insurance: Use local agents to assist in obtaining a policy***
 - ***Facility use and services: Enclosure MWR Calendar/Information***
 - ***Visitors and guests: Pass and ID (301) 342-3231***
 - ***Parking: Assigned parking. Some area spaces are limited; it is asked that consideration be taken if you operate/own more than two vehicles. Must be tagged, mobile, and have a current registration***
-



Maintaining Your Home

- **Prevent Pests**
 - **Promptly clean kitchen counters and dispose of food debris**
 - **Keep food in air-tight containers**
 - **Clear outside doorways and windows of leaves and dirt**
 - **Remove pet food from floor in between feedings**
- **Prevent Mildew, Moisture, Mold**
 - **Check your toilets and faucets for leaks**
 - **Use exhaust fans in bathrooms and laundry rooms**
 - **Report leaks and issues immediately**
 - **Check drains and keep them clear**
 - **See “What You Should Know About Mold” Brochure Enclosed**
- **Prevent Damage to Appliances and Systems**
 - **Check and change your filters**
 - **Clean and monitor major appliances**
 - **Check and change batteries for smoke/CO detectors**
 - **Lincoln Military Housing will provide filters and specialty bulbs upon request.**
- **Report Maintenance Issues to PPV Immediately!**



How to Report Maintenance Issues

- ***Contact PPV: Report maintenance issues right away***
 - ***Maintenance emergencies***
 - ***Trouble calls***
 - ***Safety concerns***
 - ***Resident compliance issues***
- ***For an emergency maintenance, you must call: 1-888-578-4141***
- ***For an urgent maintenance, you may call: 1-888-578-4141***
- ***For routine maintenance, you may call: 1-888-578-4141***
- ***Maintenance Number: 1-888-578-4141***
- ***Web Portal – Not for Emergencies: lincolnatyourservice.com***
- ***Download the App: The Lincoln Military Resident App can be downloaded from the APP Store or Google play; lincolnmilitaryresidentapp***

The Navy HSC is always available to assist with unsatisfactory maintenance, work orders, repairs or services



Types of Service Calls

Type of Service Call	Examples	Response Time *Depending on Parts
Emergency <ul style="list-style-type: none"> Critical safety, life threatening issues Resident with a medical requirement for stable temp levels 	Gas leaks, fire, power outage, sewage back-up, flood, only toilet inoperable	<ul style="list-style-type: none"> 30-minute initial response 1 day to complete emergency work* Available 24/7/365
Urgent <ul style="list-style-type: none"> Habitability Issue 	Broken window, garage door inoperable, kitchen sink back-up, light-fixtures not working, Refrigerator inoperable	<ul style="list-style-type: none"> 4-hour initial response 1 business day to complete work*
Routine <ul style="list-style-type: none"> Convenience Unit care issues 	Single burner inoperable, repair screens, light bulb replacement	<ul style="list-style-type: none"> 1 working day initial response 1 business day to complete work*



Tracking Maintenance/Work Orders

Resident Maintenance Portal (New User Instructions)

- **Step 1: Visit <https://lincolnmilitary.com/current-residents>**
- **Step 2: Select the “Click Here to Register” link**
- **Step 3: Complete Personal Details section**
- **Step 4: Complete Account Information section**
 - **NOTE: Password must be a minimum of 10 characters long and contain all of the following: 1-lowercase letter, 1-uppercase letter, 1-number, and 1-symbol**
- **Step 5: Complete Verification section**
- **Step 6: Read Terms and Conditions and Accept Terms and Conditions**
- **Step 7: Click “Register” button**
- **Step 8: Visit email used to register to complete your registration**
- **Step 9: Click the link in your email to activate your account**
- **Step 10: Enter User Login and Password**
- **Step 11: Click “Authenticate User” button**

You are now registered for the Resident Service Portal



Resident Event Registration

Note: Your Tenant ID will be given to you in your PPV Welcome Packet

1. Visit www.LincolnMilitaryResidnet.com and enter your Tenant ID and service member's last name to log-in.
2. Review the terms and conditions for data authorization.
3. The first time you log-in, you will NOT see any events. It will take about an hour to update your profile.
4. When you log back in, review your profile to ensure the information is correct. If at any time a family member's information is incorrect, contact the District Office to update (240) 895-0380. Allow 24-hrs for the update to reflect in your profile.
5. Once you are set-up, visit the website often to see upcoming events and enter the lotteries. Add the email: no-reply@lpsi.com to your email contacts to prevent emails from going to your "Spam" folder.
6. Preferred browsers for optimal performance include Internet Explorer 10 and Google Chrome. Update your versions as needed.



HSC Issue Resolution Process

- ***Report your issue to PPV property manager***
- ***If your issue is not resolved to your satisfaction, contact the Navy HSC***
- ***Counselors are available to help you communicate with the PPV PM to assist in finding a mutually agreed upon resolution***
- ***You can always contact your chain of command with your housing issues***
- ***The Navy HSC is the military tenant advocate for you and your family when any housing issues arise (301) 342-3846***

***Additional resources include
Fleet & Family Services (FFS), Region Legal Service Office (RLSO)
and, in cases of health concerns, your Primary Care Physician***



HSC Issue Resolution Process (contd)



NAS PATUXENT RIVER HOUSING

HOW CAN WE HELP?

EVERY RESIDENT SUGGESTION, CONCERN AND COMPLAINT IS IMPORTANT!

KNOW WHO TO CONTACT IF YOU ARE NOT SATISFIED

**YOUR LOCAL PPV
PROPERTY MANAGER**



**YOUR NAVY ADVOCATE
FOR HOUSING**

LINCOLN MILITARY HOUSING

MGMT: 240-895-0380

MAINT: 888-578-4141

lincolnmilitary.com

**CONTACT YOUR NAVY
HOUSING SERVICE CENTER OR
CHAIN OF COMMAND**

301-342-3846

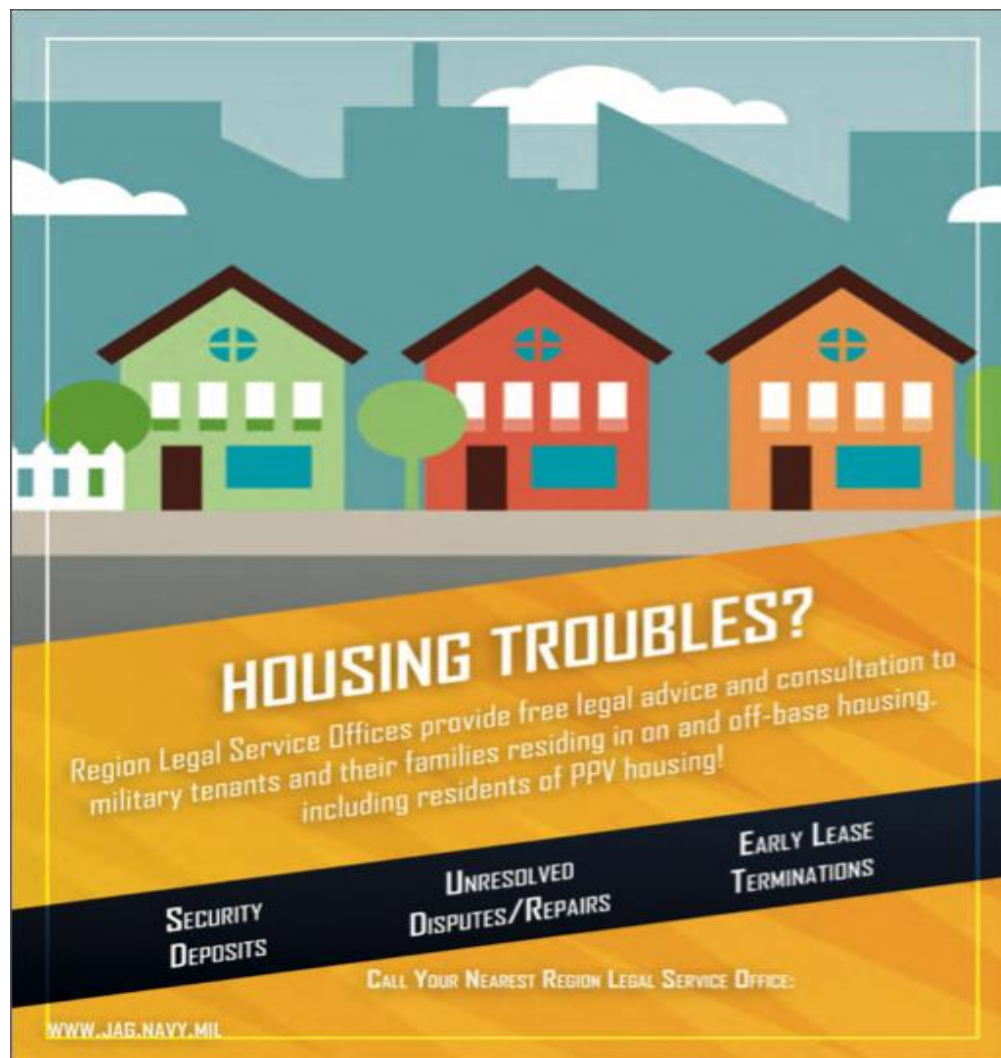
PatuxentRiver_Housing@navy.mil

NAVAL DISTRICT WASHINGTON HOUSING: CNRNDW_Housing@navy.mil





HSC Issue Resolution Process (contd)





Dispute Resolution Process

- ***Dispute Resolution Process – formal dispute resolution process is still being negotiated among the Services and their respective PPV Partners***

Schools by Community



SCHOOLS SERVING MILITARY FAMILY HOUSING

HOUSING AREA

GOLD COAST
CARPENTER PARK
LOVELL COVE
GLENN FOREST
COLUMBIA COLONY
CHALLENGER ESTATES

ELEMENTARY

LEXINGTON PARK
LEXINGTON PARK
GREEN HOLLY
PARK HALL
HOLLYWOOD
EVERGREEN

PHONE

301-863-4085
301-863-4085
301-863-4064
301-863-4054
301-863-4350
301-863-4060

WEBSITE

WWW.SMCPS.ORG/LPES
WWW.SMCPS.ORG/LPES
WWW.SMCPS.ORG/GHS
WWW.SMCPS.ORG/PHES
WWW.SMCPS.ORG/HES
WWW.SMCPS.ORG/EES

HOUSING AREA

GOLD COAST
CARPENTER PARK
LOVELL COVE
GLENN FOREST
COLUMBIA COLONY
CHALLENGER ESTATES

MIDDLE SCHOOL

SPRING RIDGE
SPRING RIDGE
SPRING RIDGE
SPRING RIDGE
ESPERANZA
ESPERANZA

PHONE

301-863-4031
301-863-4031
301-863-4031
301-863-4031
301-863-4016
301-863-4016

WEBSITE

WWW.SMCPS.ORG/SRMS
WWW.SMCPS.ORG/SRMS
WWW.SMCPS.ORG/SRMS
WWW.SMCPS.ORG/SRMS
WWW.SMCPS.ORG/EMS
WWW.SMCPS.ORG/EMS

HOUSING AREA

GOLD COAST
CARPENTER PARK
LOVELL COVE
GLENN FOREST
COLUMBIA COLONY
CHALLENGER ESTATES

HIGH SCHOOL

GREAT MILLS
GREAT MILLS
GREAT MILLS
GREAT MILLS
GREAT MILLS
LEONARDTOWN

PHONE

301-863-4001
301-863-4001
301-863-4001
301-863-4001
301-863-4001
301-863-0200

WEBSITE

WWW.SMCPS.ORG/GMHS
WWW.SMCPS.ORG/GMHS
WWW.SMCPS.ORG/GMHS
WWW.SMCPS.ORG/GMHS
WWW.SMCPS.ORG/GMHS
WWW.SMCPS.ORG/LHS

WEBSITES

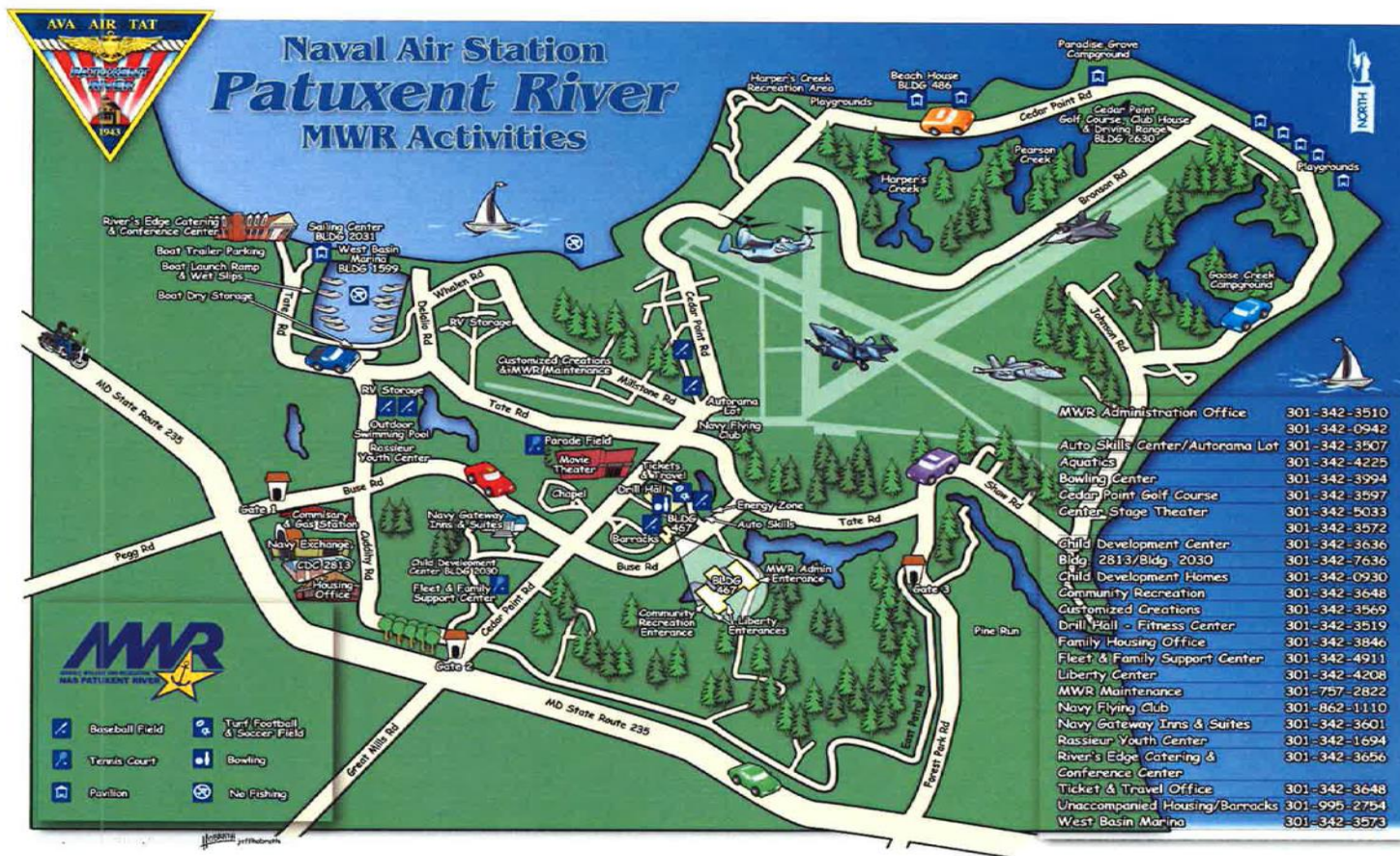
ST. MARY'S COUNTY PUBLIC SCHOOLS
CALVERT COUNTY PUBLIC SCHOOLS
CHARLES COUNTY PUBLIC SCHOOLS
MARYLAND HOME EDUCATION ASSOCIATION

WWW.SMCPS.ORG
WWW.CALVERT.K12.MD.US/
WWW.CCBOE.COM
WWW.MHEA.COM

PATUXENT RIVER SCHOOL LIASON OFFICER

DAWN SIMPSON 301-995-4004 DAWN.SIMPSON@NAVY.MIL

MWR Activities





Connect with Navy Housing

Find your local Navy Housing Service Center (HSC)

www.cnic.navy.mil/ContactHousing



www.facebook.com/NavyHousing



@NavyHousing



www.pinterest.com/NavyHousing



www.YouTube.com/NavyHousing

Visit: www.cnic.navy.mil/Housing

Email: NavyHousingHQ@navy.mil

Questions?



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- **Phone:** (301) 342-3846
- **Website:** www.cnic.navy.mil/INSTALLATIONHousing
- **Facebook/Social Media:**
https://www.cnic.navy.mil/regions/ndw/installations/nas_patuxent_river/ffr/housing--family-and-single-sailor.html
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- **Website:** LincolnMilitary.com
- **Facebook/Social Media:** [LincolnMilitaryHousing/facebook](https://www.facebook.com/LincolnMilitaryHousing/)
- **Email:** paxriverinfo@lpsi.com